



Complete Summary

TITLE

"Effectiveness" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Effectiveness" items on the TSQM (version II).

SOURCE(S)

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

The "Effectiveness" scale* on the Treatment Satisfaction Questionnaire for Medication (TSQM) is used to assess the level of satisfaction or dissatisfaction with the (perceived) "Effectiveness" of medication. This composite scale is comprised of two items on the TSQM survey:

- How satisfied or dissatisfied are you with the ability of the medication to prevent or treat the condition?
- How satisfied or dissatisfied are you with the way the medication relieves symptoms?

***Note:** The validity of this scale is influenced by the degree to which patients can; a) use personal experience to assess the effectiveness of their medication, b) has information on the clinical effectiveness of their medication (e.g., clinician appraisal, lab results etc.) and c) has formulated perceptions/beliefs about its effectiveness. Of note, patients' satisfaction and medication behavior may be the result of erroneous beliefs about the effectiveness of their medication. Moreover, medications

may take time before they begin to work and TSQM assessments should be made after patients have had a chance to fully evaluate their medication.

Note: The "Side Effects" scale is a component of a composite measure. It cannot be used on its own and must be used with the following scales:

- ["Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\).](#)
- ["Convenience" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Convenience" items on the TSQM \(version II\).](#)
- ["Global Satisfaction" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Global Satisfaction" items on the TSQM \(version II\).](#)

RATIONALE

Patients' dissatisfaction with treatment may act as an early indicator of non-adherence and non-persistence with medication use, thereby affecting the clinical effectiveness and efficiency of medical care. Patients who perceive their medication to be ineffective, laden with side effects (see the related National Quality Measures Clearinghouse [NQMC] summary, ["Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\).](#)), very inconvenient (see the related NQMC summary, ["Convenience" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Convenience" items on the TSQM \(version II\).](#)), or as having more negative than positive characteristics (see the related NQMC summary, ["Global Satisfaction" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Global Satisfaction" items on the TSQM \(version II\).](#)) are less likely to fill prescriptions or take their medications as prescribed. This in turn can impact the effectiveness of treatment and may result in service inefficiencies associated with treatment failure.

Treatment Satisfaction Questionnaire for Medication (TSQM) provides a unique opportunity to compare medications on three primary dimensions (Effectiveness, Side Effects, Convenience), as well as evaluate the relative importance of these primary dimensions to patients using overall rating of Global Satisfaction. Routine assessment of patients' level of TS-M provides a way for clinicians to screen individuals whose current medication experiences may increase the risk of poor medication adherence and weak persistence. In aggregate, TSQM scores can foster a deeper consideration of patients' perspectives when evaluating the merits and drawbacks of various treatment alternatives.

PRIMARY CLINICAL COMPONENT

Medication satisfaction; perceived effectiveness

DENOMINATOR DESCRIPTION

Patients who completed the "Effectiveness" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

NUMERATOR DESCRIPTION

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Effectiveness" items on the Treatment Satisfaction Questionnaire for Medication. From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- Focus groups
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Unspecified

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement
Quality of care research

Application of Measure in its Current Use

CARE SETTING

Ambulatory Care

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Nurses
Pharmacists
Physician Assistants

Physicians
Psychologists/Non-physician Behavioral Health Clinicians

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Individual Clinicians

TARGET POPULATION AGE

Age greater than or equal to 18 years

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Getting Better
Living with Illness
Staying Healthy

IOM DOMAIN

Patient-centeredness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

Patients who completed the "Effectiveness" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Patients who completed the "Effectiveness" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

Exclusions

None

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Encounter

DENOMINATOR TIME WINDOW

Time window is a single point in time

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Effectiveness" items on the Treatment Satisfaction Questionnaire for Medication. From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

Exclusions

None

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Patient survey

LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure**SCORING**

Non-weighted Score/Composite/Scale

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

External comparison at a point in time
External comparison of time trends
Internal time comparison

Evaluation of Measure Properties**EXTENT OF MEASURE TESTING**

A multi-step exploratory factor analysis (EFA) was employed to investigate the construct validity of the Treatment Satisfaction Questionnaire for Medication (TSQM). The TSQM v. II was tested for model fit against an established theoretical model (the Decisional Balance Model of Treatment Satisfaction) using hierarchical confirmatory factor analysis (HCFA).

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Atkinson MJ, Kumar R, Cappelleri JC, Hass SL. Hierarchical construct validity of the treatment satisfaction questionnaire for medication (TSQM version II) among outpatient pharmacy consumers. Value Health 2005 Nov-Dec;8 Suppl 1:S9-S24. [PubMed](#)

Atkinson MJ, Sinha A, Hass SL, Colman SS, Kumar RN, Brod M, Rowland CR. Validation of a general measure of treatment satisfaction, the Treatment Satisfaction Questionnaire for Medication (TSQM), using a national panel study of chronic disease. Health Qual Life Outcomes 2004 Feb 26;2:12. [77 references] [PubMed](#)

Bharmal M, Payne K, Atkinson MJ, Desrosiers MP, Morisky DE, Gemmen E. Validation of an abbreviated Treatment Satisfaction Questionnaire for Medication (TSQM-9) among patients on antihypertensive medications. Health Qual Life Outcomes 2009;7:36. [PubMed](#)

Identifying Information

ORIGINAL TITLE

Effectiveness.

COMPOSITE MEASURE NAME

[Treatment Satisfaction Questionnaire for Medication \(TSQM\) Version II](#)

SUBMITTER

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FUNDING SOURCE(S)

Pharmacia, Pfizer Inc.

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

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FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

Unspecified

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2006 Jan

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

MEASURE AVAILABILITY

The individual measure, "Effectiveness," is published in "Treatment Satisfaction Questionnaire for Medication (TSQM)." This document is available from the [Quintiles Web site](#).

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NQMC STATUS

This NQMC summary was completed by ECRI Institute on September 8, 2009. The information was verified by the measure developer on October 15, 2009.

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